

## Continuous Dispatch Education 2013

| Date                                     | Course   | Location   | Information  |
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| March 13, 2013<br>9 a.m. to 4 p.m.       | "Help My Car is Sinking"<br>Guest Speaker Bob May &<br>PST1 Overview | IPSC Training Center<br>8468 East 21 <sup>st</sup> Street<br>Indianapolis, IN<br>46219 | Pre-Arrival instructions for<br>escaping a submerging vehicle.<br>Review of interpersonal<br>communications and telephone<br>communications techniques   |
| April 24, 2013<br>9a.m. to 4 p.m.        | Tactical Communications  | IPSC Training Center<br>8468 East 21 <sup>st</sup> Street<br>Indianapolis, IN<br>46219 | This course is designed to teach<br>dispatchers active listening and<br>"tactical communication" skills.   |
| May 29, 2013<br>9a.m. to 4 p.m.          | Understanding the 800mhz<br>Radio System<br><br>NIMS for Dispatchers | IPSC Training Center<br>8468 East 21 <sup>st</sup> Street<br>Indianapolis, IN<br>46219 | This course is designed to give a<br>dispatcher an in depth<br>understanding of the 800 MHz<br>Trunked Radio system.<br><br>This an brief overview of the<br>NIMS Management system and<br>how it affects the dispatcher.<br>Students will be given a disaster<br>scenario and will have to build a<br>communications plan. ( must<br>attend or previously attended<br>an 800 MHz class) |
| August 28, 2013<br>9 a.m. to 4 p.m.      | Liability Issues for Public<br>Safety Telecommunications             | IPSC Training Center<br>8468 East 21 <sup>st</sup> Street<br>Indianapolis, IN<br>46219 | This course is designed to give an<br>overview of civil liability in public<br>safety communications. Legal<br>Updates for 2013 will be discussed.   |
| September 18,<br>2013<br>9a.m. to 4 p.m. | Burnout and Stress<br>Management.<br>Are you a Crispy Critter?       | IPSC Training Center<br>8468 East 21 <sup>st</sup> Street<br>Indianapolis, IN<br>46219 | Discussion will cover Shift work<br>the effects and how to cope<br>with it. The physiological and<br>psychological effects, basic<br>terms, burnout, Optimism vs.<br>Pessimism, strategies to<br>increasing positive emotions<br>and how to reduce stress.   |

These are continuing education classes for dispatchers. Classes are 6 hours each and are free of charge. All classes start at 9:00 a.m. and will end at 4 p.m. Registration by email or Fax is required for all classes.

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